

County of San Diego
Health and Human Services Agency

Client and Family Handbook

A Guide to Mental Health Services

For the Adult and Older Adult System of Care

Crisis and Suicide Intervention
Mental Health Information and Referral

THE ACCESS AND CRISIS LINE

1-800-479-3339

24-hours-a-day/7-days-a-week

TTY for the Deaf and Hard of Hearing (619) 641-6992

Professional counselors will answer your call.

Access to All Languages



Board Of Supervisors

District 1 – Gregory R. Cox

District 2 – Dianne Jacob

District 3 – Pam Slater

District 4 – Ron Roberts

District 5 – Bill Horn

Acknowledgement of Contributions

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Jim Albright
Delores Alegria
Kathy Anderson
Denise Brady
Edi Chapman
Willy Collins
Paul D. Cumming
Jane Fyer
David M. Garcia
Caroline Hamlin
Al Heinle
Pat Kendall

David Kincheloe
Mary Miesner
Shelly Minkley
Linda Oliver
Evi Paytas
Sally Quinter
Ian Rosengarten
Maria A. Sardiñas
Walter Sherman
Oliver Smith
Charles “Chuck” Sosebee
Joan Williams

ACCESS AND CRISIS LINE 1-800-479-3339

Dear Clients and Family Members:

Welcome to the San Diego County Mental Health Services Program. We hope that this handbook is helpful to you. It is a tool to help you get your mental health service needs met. This handbook has been created by clients and family members to help you on your journey of rehabilitation and recovery. Persons of all ethnicities, cultures, language groups, ages, genders and sexual orientation are eligible for Mental Health Services.

For web-based information about San Diego Mental Health Services contact www.networkofcare.org and click on Mental Health Services.

This document is designed to be a resource manual. The Access and Crisis Line is available at any time to answer questions about mental health services and crisis situations.

Access and Crisis Line – The telephone service where mental health clients and families call to get crisis help, referrals and resource information.



Crisis & Suicide Intervention	Mental Health Information & Referral
THE CRISIS LINE 1-800-479-3339	THE ACCESS LINE 1-800-479-3339

24-hours-a-day/7-days-a-week

TTY for the Deaf and Hard of Hearing: (619) 641-6992

Access to All Languages

ACCESS AND CRISIS LINE 1-800-479-3339

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**See Enclosure #31 for a copy of the County's
Notice of Privacy Practices**

If you, or someone you know, have any of the following examples of problems:

- Thinking or talking about suicide
- Hearing voices
- Having hallucinations
- Wanting to hurt yourself or others
- Feeling depressed

PLEASE CALL THE FREE

ACCESS AND CRISIS LINE

1-800-479-3339



24-hours-a-day/7-days-a-week

TTY for the Deaf and Hard of Hearing (619) 641-6992

Access to All Languages

Who Can Get County Mental Health Services?

You may get County Mental Health Services if:

- You have or can get Medi-Cal, or
- You have no health insurance, no money and a severe mental illness, or
- Your health insurance does not cover mental health

\ **You may have to pay a share of the cost**

- **Medi-Cal** is the state insurance program that covers mental and physical health, vision and dental services for eligible, low-income persons. To find out if you can get Medi-Cal, call the San Diego County Health and Human Services Agency Public Assistance Information Unit at **(858) 514-6885**.

There is no wrong door!

- Call Free to the Access and Crisis Line **1-800-479-3339**
24-hours-a-day, 7 days-a-week
TTY for the Deaf and Hard-of-Hearing **(619) 641-6992**
- Call any of the providers listed in this book
- Request a list of all providers (by area, including the language and cultural specialties. Call UBH for a list of individual outpatient providers at 1-800-479-3339. Call the County at (619) 563-2776 for a list of organizational providers.
- Free language assistance is available for mental health services
- www.networkofcare.org has web-based information on San Diego Mental Health Services and more.

OUTPATIENT SERVICES

Outpatient Services offer mental health screening, help and support. They may also provide medicine, counseling and group therapy services. Some programs may have homeless outreach, dual diagnosis treatment for mental health and alcohol/drugs, and employment services. For referral to an individual outpatient provider in your area, first call UBH at (800) 479-3339.

Central/North Central Regions

CalWORKs.....	(619) 295-6067
North Central Mental Health Center.....	(619) 692-8750
Areta Crowell Center.....	(619) 233-3432
Catholic Charities	(619) 231-2828
Douglas Young Clinic	(858) 695-2211
Downtown Mental Health Center.....	(619) 235-2600
Family Health Centers of San Diego/ Logan Heights	(619) 515-2355
Project Enable.....	(619) 263-6155
San Diego Mental Health Center for the Deaf and Hard of Hearing	(619) 398-2441
Southeast Mental Health Center	(619) 595-4400

ACCESS AND CRISIS LINE 1-800-479-3339

Central Region, cont'd.

UCSD Gifford Clinic (619) 299-3510

UPAC Counseling Center (619) 229-2999

East Region

East County Mental Health Center (619) 401-5500

Heartland Center (619) 440-0822

North Coastal Region

BPSR Pegasus West (760) 439-2785

BPSR Vista (760) 758-1092

North Coastal Mental Health Center (760) 967-4475

North Inland Region

North Inland Mental Health Center (760) 480-3500

South Region

Maria Sardiñas Center (619) 428-1000

San Ysidro Mental Health Center (619) 428-5561

South Bay Guidance Center (619) 427-4661

CRISIS CENTERS

Crisis Centers are houses where people in a mental health crisis can stay for short term stabilization.

Central/ North Central Regions

Jary Barreto Crisis Center (619) 232-4357

New Vistas Crisis Center (619) 239-4663

Vista Balboa Crisis Center (619) 233-4399

East Region

Halcyon Crisis Center (619) 579-8685

North Coastal/ North Inland Region

Turning Point Crisis Center (760) 439-2800

South Region

Isis Crisis Center (619) 575-4687

CLUBHOUSES / SOCIALIZATION CENTERS

Clubhouses are programs that are either run by clients or by clients and staff working together to offer job training, education or opportunities to socialize.

Central/North Central Regions

Friend to Friend	(619) 238-2711
The Corner Clubhouse	(619) 683-7423
The Meeting Place	(619) 294-9582
Safe Havens Clubhouse	(619) 688-2481
UPAC East Wind Socialization Center	(858) 268-4933

East Region

East Corner Clubhouse	(619) 401-6902
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North Coastal/North Inland Region

Mariposa Clubhouse	(760) 439-6006
Friend in Hand (Saturdays, only).....	(760) 631-2206

South Region

Visions at 5 th and H	(619) 420-8603
Bayview Clubhouse	(619) 585-4646

DAY REHABILITATION PROGRAMS

Day programs have counseling groups and work therapy, work programs, social skill building and education. Some programs have dual diagnosis groups for people with both mental health and drug and alcohol problems. Some have socialization programs.

North Coastal Region

BPSR Pegasus West	(760) 439-2785
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South Region

Kinesis South	(619) 425-8590
San Ysidro Mental Health	(619) 428-5561

OTHER MENTAL HEALTH SERVICES

Case Management - Case managers help and support people with long-term mental health problems to obtain housing, financial assistance, medical and psychiatric treatment, and links with other community services such as education, work and social programs.

Voluntary Case Management:

North Region	(760) 743-3312
South Region	(619) 276-2157
Central Region.....	(619) 692-8715
East Region	(619) 401-5424
Adult Protective Services - for persons 55+	(619) 283-5731

Involuntary Case Management:

Court-appointed case managers help persons gravely disabled by mental illness, who are unable to meet their own food, clothing and shelter needs. The case manager must see to it that these needs and appropriate psychiatric treatment are provided.

LPS Conservatorship Unit.....	(619) 692-5664
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Employment Services – Helps clients explore career choices and goals. Includes resume writing, mock interviews, managing stress, assistance with finding full/part-time work, benefits counseling and onsite job coaching and follow-up.

Central San Diego	(619) 276-8071
East County	(619) 401-5442
South County	(619) 425-8590
North County	(760) 439-4558

Long Term Residential Programs – residential programs provide services in home-like settings for persons with persistent and severe mental illness. Programs help clients with medication monitoring and learning how to move toward recovery. Social skills are also taught. Clients can stay in some programs for up to a year or more and then can get aftercare, including housing help and support services. Some residential programs assist the homeless mentally ill.

Casa Pacifica **(760) 721-2171**
Downtown Safe Havens Downtown..... **(619) 238-8201**
Uptown Safe Havens Uptown **(619) 294-7013**
North County Safe Havens North County **(760) 754-4956**

Psychiatrist Services - Psychiatrists do mental health evaluations. They may also give medicine or therapy. To get a referral from the Medi-Cal provider network, call the Access and Crisis Line at 1-800-479-3339.

Psychologist Services - Psychologists do mental health evaluations, psychological testing, and individual, family or group therapy. Call the Access and Crisis Line at 1-800-479-3339 for a referral from the Medi-Cal provider network.

Hospitals are for a **mental health emergency**. The following hospitals have mental health services available:

Central Region

Mercy Hospital - Emergency Room: (619) 260-7000
 Psychiatric Unit: (619) 260-7005
Sharp Mesa Vista Hospital - 24 hour: 1-800-827-4277
 Main: (858) 694-8388
UCSD Medical Ctr - Emergency Room: (619) 543-6400
 Psychiatric Unit: (619) 543-6350
University Community Medical Center (619) 582-3516

East Region

API (Alvarado Parkway Institute) - Main: (619) 465-4411
 Intake: (619) 667-6125
Sharp Grossmont Hospital - Main: (619) 465-0711
 Emergency Room: (619) 644-4401

North Coastal Region

Tri-City Medical Center - Emergency Room: (760) 940-3505
 Psychiatric Unit: (760) 940-7396

North Central Region

Veterans Administration Hospital - Main: (858) 552-8585
 (for Veterans Only) Emergency Room: Ext. 3386
 Psychiatric Unit: Ext. 3391

North Inland Region

Aurora Behavioral Health - Info: (858) 675-4200
 Main: (858) 487-3200
Palomar Medical Center - Emergency Room: (760) 739-3300
 Psychiatric Unit: (760) 739-3240
Pomerado Hospital - Main: (858) 485-6511
 Emergency Room: (858) 613-4670

South Region

Paradise Valley Hospital - Info: 1-800-585-2767
 Emergency Room: (619) 470-4141
 Psychiatric Unit: (619) 470-4239
PVH Bayview Behavioral Health Campus Info: 1-800-585-2767
 Main: (619) 426-6310

ACCESS AND CRISIS LINE 1-800-479-3339

IF YOU HAVE AN EMERGENCY:

- Call the **Access and Crisis Line** or
- Call your doctor or therapist or
- **Call 911**

After hours or weekends, for crisis care or emergency screenings, call or go to the Emergency Psychiatric Unit at the:

San Diego County Psychiatric Hospital..... (619) 692-8200
3853 Rosecrans Street, San Diego, CA 92110

PATIENT ADVOCACY PROGRAM

If you have a question about whether or not you need to be in the hospital or are in need of help with your legal rights, you can call, or have someone call for you:

USD Patient Advocacy Program **1-800-479-2233**

ALTERNATIVE TO THE HOSPITAL

Call the Access and Crisis Line to discuss your treatment options at **1-800-479-3339**.

INVOLUNTARY HOLD

You can be hospitalized involuntarily if you are:

- a danger to yourself or others
- gravely disabled due to mental illness (unable to provide for your own food, clothing or shelter)

The law allows a hospital to keep you against your wishes for up to 72 hours, for evaluation purposes.

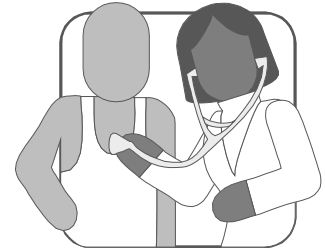
ACCESS AND CRISIS LINE 1-800-479-3339

- Take **ONLY** the medicine your doctor prescribes for you. Do **not** take anyone else's medicine.
- Know **why** you are taking each medicine.
- Know the major side effects of your medicine. Call your health care team right away if you suspect a problem from it. **Don't wait!**
- If you are seeing **more than one doctor**, always carry a list of your medicines with you. Remember that herbals and vitamins can sometimes act like medicines. Tell each doctor about **all** the things you are taking.
- Before you take over-the-counter medicine, ask your health care team, including your pharmacist, if they are safe to take.
- Take your medicine as you and your doctor have agreed, not how you think it should be taken. **Do not self medicate!**
- Be aware that some foods or drinks should **not** be used with your medicine. Ask your pharmacist about this.
- Alcohol or street drugs **do not** mix with your medicine. Mixing alcohol and street drugs with some of your medicine will cause dangerous side effects or death.
- Remember to give your medicine time to work.
- Order your medicine refills **before** you run out. **Plan ahead** and order more medicine when you have a week's supply left.
- Report any major changes you feel you have to your doctor.

Sometimes you want to stop taking your medicine.
It may be dangerous. Call the Access and Crisis Line.
They are there to help you.

Take a list of questions with you.

- How can you help me with my treatment goals?
- What is my diagnosis?
- What kind of medicine are you giving me?
- Why are you giving me this medicine?
- Why are you giving me this much medicine?
- How long will it take for this medicine to work?
- How will I know if this medicine is working?
- How long will I have to take the medicine before I know it doesn't work?
- What are the side effects of this medicine?
- What does "side effect" mean?
- How can this affect me?
- Could I have a list of my medicines?
- What should I tell my other doctors?
- Is this medicine OK to take with my other medicines?
- Will I get better with this medicine?
- What else can I do to help myself get better?
- What should I do if I forget to take my medicine?



All of the groups listed below have free, caring, education and support services for families and friends of persons with mental illness.

NAMI (National Alliance for the Mentally Ill) Support services include a broad variety of groups including individual community gatherings, Spanish speaking, siblings and "adult children", education groups, etc. that are held in the evenings or mornings in locations throughout San Diego County.

NAMI San Diego (covers Central, South & East Regions) **(619) 543-1434**
NAMI North Coastal..... **(760) 722-3754**
NAMI Escondido/North Inland..... **(760) 745-8381**
NAMI Albright Information & Referral Center..... **1-800-523-5933**
NAMI Schizophrenics In Transition (SIT) **(760) 941-2153**

OTHER COMMUNITY SUPPORT GROUPS

Filipino Family Support Group (UPAC) **(619) 229-2999**
National Depression & Bi-Polar Support Alliance - La Jolla .. **(858) 535-4783**
 San Diego **(858) 538-8450**
 Rancho Bernardo..... **(760) 966-0611**
P-Flag (Parents and Friends of Lesbians and Gays) **(619) 579-7640**
Public Conservators Office-information on conservatorship ... **(619) 692-5664**
Suicide Prevention Action Network **1-800-784-2433**
The Center (lesbian and gay, adult and youth support groups) **(619) 692-2077**

Mental Health Association **(619) 543-0412**
Provides advocacy, education, resource and referral information for clients and families.

CCHEA - Consumer Center for Health Education and Advocacy
..... **1-877-734-3258**

- Resources and Referrals
- Outreach
- Education on Rights and Responsibilities
- Education on Self-Advocacy
- Problem Solving Assistance with Accessing Services

ACCESS AND CRISIS LINE 1-800-479-3339

Senior Teams..... 1-800-510-2020

Senior Teams meet with older adults in their homes to do crisis intervention, evaluations and to give referrals. They may arrange for follow up care.

Aging and Independence Services 1-800-510-2020

(formerly the Area Agency on Aging)

Provides information or services for many older adult needs. These include case management, elder abuse, long-term care and home assistance services.

Senior Centers

Senior Centers, located in almost every neighborhood, are good places to find friends and activities. They may have medical screenings, nutrition programs (inexpensive noon meal), disburse free non-perishable food monthly, and counseling. To find one in your area check the San Diego Eldercare Directory or call the Aging and Independence Services at 1-800-510-2020.

The Long Term Care Ombudsman 1-800-640-4661

..... (858) 560-2507

Investigates and resolves complaints on behalf of the residents of residential care facilities for the elderly, and intermediate and skilled nursing facilities.

Adult Protective Services, Inc (619) 283-5731

Provides case management for physically and mentally impaired older adults.

The Southern Caregiver Resource Center 1-800-827-1008

Provides caregiver support services..... (858) 268-4432

San Diego Eldercare Directory

This directory lists locations and telephone numbers for day care, respite care, financial services, legal help, housing and healthcare. Website: www.sandiegoeldercare.com. Complimentary copy available at the Union-Tribune office.

If you have a concern about, or want to report a case of Elder Abuse or self-neglect, please call the **Elder Abuse Hotline 1-800-510-2020**

**SERVICES FOR CHILDREN OR ADOLESCENTS
UNDER 18 YEARS OF AGE.**

For crisis counseling, access and referrals to mental health services, or
For adolescents transitioning to the Adult System of Care,
Call

THE ACCESS AND CRISIS LINE**1-800-479-3339**

24-hours-a-day/7-days-a-week

Access to All Languages

TTY for the Deaf and Hard of Hearing (619) 641-6992

ADDITIONAL RESOURCES**Emergency Screening Unit (ESU) (619) 421-6900**

24-hour emergency mental health assessment and referral

Family Advocacy and Support Services (Harmonium) (619) 266-1027**SERVICES FOR PERSONS 18-21 YEARS OF AGE****Therapeutic Behavioral Services (TBS) (619)-584-5000**

TBS is an intensive, short-term service for young adults with full-scope Medi-Cal. It focuses on targeted behaviors that are putting a young adult's placement at risk. TBS evaluation is necessary prior to placement in a State Hospital or IMD.

For *non-crisis* information, advocacy and referral, check the website
www.sandiego.networkofcare.org/mh/home/index.cfm

ACCESS AND CRISIS LINE 1-800-479-3339

TO THE BEST OF YOUR ABILITY, YOU ARE RESPONSIBLE FOR:

Taking an active part in your treatment.

Being honest about the facts, feelings, and ideas that relate to your care.

Trying to understand your mental or emotional needs and listening to your provider's advice and directions.

Keeping your appointments and cooperating with your provider and staff.

Reporting changes in your symptoms to your provider as soon as you can.

Asking your provider any questions you have about your treatment.

Showing respect and care for the rights of others.

Honoring the confidentiality and privacy of others.

Taking care of any required payments (as determined by your ability to pay and plan coverage) in a timely manner.

YOU HAVE A RIGHT TO:

Easy access to the quality services you need, when you need them.

Be treated with dignity and respect at all times.

Not be denied services because of age, sex, race, disability, sexual orientation or ability to pay.

Ask for services that are right for you.

Strict confidentiality regarding your mental health.

Directly participate in your treatment plan.

Be the most important person in your recovery efforts.

Be fully informed about all the services available within the system.

Be fully informed of all your rights, including your right to file complaints and grievances and how to do so.

Receive services in a culturally appropriate manner.

Receive free translation services if you have limited English proficiency.

Be told of any costs to you before services are provided.

Americans with Disabilities Administration (ADA)
1-800-949-4232

ACCESS AND CRISIS LINE 1-800-479-3339

If you are not happy with your services, **FIRST** talk to your doctor or therapist or staff at the program. If that doesn't work, call the **ACCESS LINE** for help.

For example, if you want to change your doctor or therapist: **Call the Access Line and say: "Please give me a referral."**

If you don't think your medicines are right for you and you have checked with your doctor, **call the Access Line and say: "I want a second opinion about my medicine. Please give me a referral to another doctor."**

If you think your therapy group is not helping you: **Call the Access Line and say: "How do I find a new therapy group?"**

You have the right to get a **SECOND OPINION**.

You have the right to request a **NEW DOCTOR**.

If you have done your best to solve the issue by yourself, and nothing has worked, there is a **Complaints and Grievance** process available.

WHAT ARE COMPLAINTS AND GRIEVANCES?

- A complaint is an **informal**, verbal or written expression of concern with your mental health service.
- A grievance is a **formal** procedure for resolving a problem with your mental health service.

WHAT ARE MY CHOICES?

First talk to the treatment staff at your program. If this is not comfortable for you, or it doesn't work, you can file a written complaint. If you wish – ask a friend or family member to help.

To file a written complaint, use the white complaint and grievance form and envelope available in the waiting room of your program or doctor's office.

If you are not satisfied with the answers to your written complaint, you may move to the formal grievance process, by calling one of the numbers below.

USD Patient Advocacy Program1-800-479-2233

Consumer Center for Health, Education & Advocacy 1-877-734-3258

WHAT IF MY MENTAL HEALTH SERVICES HAVE BEEN DENIED, REDUCED OR STOPPED?

You have the right to make a formal complaint or grievance if your Mental Health Plan does any of the following:

- Denies approval for services
- Reduces the services you are getting now
- Stops approval for services

You have the right to request a **State Fair Hearing** at any time before, during, or within 90 days after the completion of the MHP's beneficiary problem resolution process, whether or not you used that process or received a Notice of Action. Call **1-800-952-5253**.

At the State Department of Mental Health, a person is available called the **Patients Rights Mental Health Ombudsman** to give you assistance
1-800-896-4042

WHAT ARE MY RIGHTS IF I FILE A COMPLAINT OR GRIEVANCE?

- You have a right to use the formal grievance process at any time
- You have the right to appeal a decision regarding your health care services.
- You have the right to request a State Fair Hearing at any time before, during, or within 90 days after the completion of the MHP's beneficiary problem resolution process, whether or not you used that process or received a Notice of Action. Call **1-800-952-5253**.
- You may authorize another person to act on your behalf.
- You will not be subject to discrimination or any other penalty for filing a complaint or grievance.
- Your confidentiality will be protected.
- You have the right to request an appeal if your Mental Health Plan denies, reduces or stops your services.

ACCESS AND CRISIS LINE 1-800-479-3339

Information about you, and about the services you receive, is confidential. State and Federal laws protect your privacy.

You may be asked to sign a **Release of Information**. This sharing of information with the professionals, family members and others, who are helping you, is important to your recovery.

You may choose what information can be shared.

You can choose which persons or facilities get your information.

You can withdraw your consent at any time.

Under certain situations the law lets service providers give limited information about you. This is to protect you from hurting yourself or others. Some information will also be shared for purposes of billing and payment.

How Do I Get Help When I Get Out of Jail?

COUNTY JAIL

The Sheriff's Department helps people in the County jail and when they are released from custody. Services include mental health care while in custody, medicine coordination, and information about and referrals to, community care when the person is released.

If you need to talk to the County Jail staff about a person who is mentally ill and is in jail, call:

Las Colinas Detention Facility (Women's Jail) **(619) 258-3200**
San Diego Central Jail (Men's Jail) **(619) 615-2445**

MEDICAL CARE

If you need a doctor for your physical health needs, you have these choices:

If you have Medi-Cal and you are not a member of a health plan, you can see any doctor who takes Medi-Cal for your physical health needs. Call for a referral:

Your Local Community Clinic (619) 265-2100
San Diego Medical Society Referral Line (858) 565-8888
The Info-Line: Central (619) 230-0997
 North Coastal (760) 943-0997
 North Inland (760) 740-0997
 Outlying 1-800-227-0997

If you have Medi-Cal and you want to join a health plan under Healthy San Diego, call:

State Health Care Options 1-800-430-4263

(The Healthy San Diego Plans are: Blue Cross of California, Community Health Group, HealthNet, Kaiser Foundation Health Plan, Sharp Health Plan, UCSD Health Plan, and Universal Care)

If you do not have any health insurance or money, you may be able to get emergency help from:

County Medical Services (Mon-Fri 8-5) 1-800-587-8118

If you have a medical emergency, go to your local hospital emergency room.

California AIDS Hotline..... 1-800-367-2437

Deaf Community Services..... (619) 398-2441

TTY ONLY (619) 398-2440

ACCESS AND CRISIS LINE 1-800-479-3339

EMPLOYMENT

Employment Services(See listing on Page 5)
Job readiness, placement and support

DENTAL CARE

If you have Medi-Cal and need a Dentist, call:

Denti-Cal **1-800-322-6384**

If you do not have insurance or money, call:

San Diego County Dental Society **(619) 275-0244**

MEDI-CAL INFORMATION

Information on Medi-Cal benefits, programs and application assistance.
..... **1-800-322-6384**

PHYSICAL DISABILITIES

If you have a physical disability or limitation, for resource and referral services, call the **Access Center** **(619) 293-3500**
Services include personal assistance, peer counseling and housing.

SOCIAL SECURITY ADMINISTRATION

Main information number to access Social Security benefits and information.
..... **1-800-772-1213**

DRUG AND ALCOHOL ABUSE INFORMATION

For residential and non-residential services..... **(619) 692-5727**

OTHER NEEDS – Dental, Food, Housing and Transportation

Call the **Info-Line**:

Central **(619) 230-0997**
North Coastal **(760) 943-0997**
North Inland **(760) 740-0997**
Outlying **1-800-227-0997**

Access and Crisis Line – The telephone service where mental health clients, families and providers call to get crisis help, referrals, authorizations and resource information.

Access Center – Services for physically disabled or challenged persons. See pg. 20.

Adult – Generally, persons age 18-55. (Also see “Older Adult”)

BPSR – Bio-Psychosocial Rehabilitation. See "Psychosocial Rehabilitation".

CCHEA - Consumer Center for Health Education and Advocacy – See pg. 11.

Child/Youth – Persons under age 18.

Client Support System/Family – Persons other than professionals chosen by the client to help himself. Can be family members or friends.

Client – Primary receiver of mental health services.

Clubhouse – Programs run by or with clients, offering job training, education, opportunities to socialize. See pg. 4.

CMHS – Children’s Mental Health Services

Community Clinic – Neighborhood clinics where clients with Medi-Cal or CMS approval can get health treatment they need. See pg. 10.

Complaint – Telling the program, provider, Patient Advocacy Program, or CCHEA that you are not happy with a service you received.

Conservator (LPS Conservator) – Someone who is appointed temporarily to take care of the medical and other needs of a person who can’t do it for themselves. A judge decides when this is necessary and who should be the conservator.

Consumer – A person receiving mental health services – either a client or family member.

CMS – (County Medical Services) - The agency that has emergency physical medical services for people who have little or no money and no insurance.

Crisis Center –a house where people in crisis can stay for up to 2 weeks. See pg. 3.

Day Treatment – Programs providing counseling groups, work programs, social skill building, and education. See pg. 4 – 5.

Diagnosis – The nature of mental disorders.

Dual Diagnosis – Having another serious health problem such as drug and/or alcohol abuse, or a developmental disability in addition to mental illness.

Emergency – When symptoms are present that are a threat to the client or other person’s safety or could make the client become gravely disabled.

Family – Client’s relatives and others chosen by the client.

Grievance – A formal complaint, one that has been written down and given to the program, provider, Patient Advocacy Program, or CCHEA.

Continued

Group Therapy – A group, run by a mental health professional that helps clients discuss their illness, symptoms and problems, to work towards recovery.

HHSA – Health and Human Services Agency

HSD – (Healthy San Diego) - The managed care medical companies where mental health clients can get physical health care if they have Medi-Cal. (You have to sign up first.) See pg. 10.

Indigent – People who have no or very little money and no health insurance.

Involuntary Hold – When a client's mental health problem becomes an emergency, and a doctor decides they need to be in the hospital. They can be kept for a short time against their will. See pg. 8.

5150 – The section of the law that allows the police to take a patient to a hospital against their will so a doctor can evaluate the situation.

Medi-Cal – Health insurance from the California for people who are disabled.

Medical Necessity – The rules that make you eligible for Medi-Cal services.

Medicare – Health insurance from the United States government for people who are Disabled or older adults.

MHA – (Mental Health Association) – A group which helps refer clients and families to self-help groups and other resources. See pg. 11.

MHS - Mental Health Services, a part of the County's HHSA

NAMI – National Alliance for the Mentally Ill – See pg. 11.

NDMDA - National Depressive and Manic Depressive Association

Older Adult – Generally, persons age 55 and older.

Over the Counter – Medicine that you can purchase without your doctor's prescription.

Patient Advocate – Advocates who protect the rights of clients getting mental health care. This service is free to mental health clients and their families.

PCP – (Primary Care Provider) – The doctor or other professional who is in charge of a person's health and/or mental health care.

PERT – (Psychiatric Emergency Response Team) - See pg. 8.

PHP – (Partial Hospitalization Program) – Same as day treatment but run by a hospital.

Provider – The doctor, nurse, counselor, or program that is serving the client.

Psychosocial Rehabilitation – A treatment model that empowers people with serious mental illness. This model uses medical treatment, community supports and client empowerment.

Routine – The usual and regular course of treatment.

Continued

Self-Help Center – Another word for “clubhouse”. See Clubhouses on pg. 4.

Share and Care – A self-help support group for families (and sometimes clients) put together by the National Alliance for the Mentally Ill (NAMI). See pg. 11.

Side Effects – Unpleasant reactions to prescribed medications.

SSA – (Social Security Administration) – The federal government agency that handles SSI, SSDI and other government benefits.

SSDI – (Social Security Disability Income) – Money given to a person who cannot work because they are disabled. Social Security Funds come from contributions made by that person or their family member when they worked.

SSI – (Supplemental Security Income) - Money given to a person who is disabled so that they will have food, clothing and shelter.

State Ombudsman – For physical health: the person at the State of California who receives complaints about health services. For mental health: Patients Rights Mental Health Ombudsman at the State of California. See pg. 17.

TAR – (Treatment Authorization Request) – A request filed by the doctor or program to allow special services or medicine that the client needs.

TDD/TTY – The telephone service provided for people who are hard of hearing or deaf.

UBH – United Behavioral Health

Urgent – When a client’s mental health situation will become a medical emergency if it isn’t treated right away.

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NOTES

Personal Information

MEDI-CAL NUMBER _____

DOCTOR _____ **PHONE** _____

ADDRESS _____

MEDICINE(S) _____

CARE

COORDINATOR _____ **PHONE** _____

THINGS I NEED TO BRING TO APPOINTMENTS:

- **INSURANCE CARDS**
- **MEDI-CAL #**
- **IDENTIFICATION**
- **ALL OF MY MEDICINE**
- **EMERGENCY CONTACT NAME & PHONE**

Access and Crisis Line – The telephone service where mental health clients and families call to get crisis help, referrals and resource information.



**Crisis &
Suicide Intervention
The Crisis Line
1-800-479-3339**

**Mental Health
Information & Referral
The Access Line
1-800-479-3339**

**24-hours-a-day/7-days-a-week
TTY for the Deaf and Hard of Hearing: (619) 641-6992
Access to All Languages**

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call: 619-692-8058
(Also available in Alternate Formats)

ACCESS AND CRISIS LINE 1-800-479-3339

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- **Mental Health Information and Referral**
 - **Suicide Intervention**
 - **Resources**
 - **24-hours-a-day, 7-days-a-week**
- **Professional Counselors will answer your call**
 - **Access to All Languages**

1-800-479-3339

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